

Managing Conflicts and Complaints

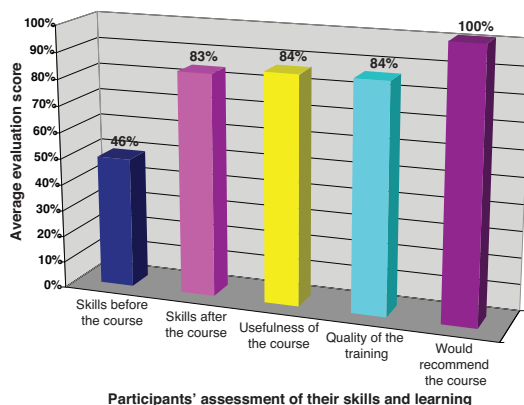
TWO-DAY COURSE FOR LEADERS AND TEAMS

Outline

At some point in every working life, difficulties occur – with clients, customers or colleagues. In order to maintain performance and meet targets, it is essential to avoid the damage caused by conflict. To do so, employees need the right skills to manage confrontation successfully, and to help them through inevitable tensions and difficulties.

This two-day course provides a thought-provoking and challenging experience of dealing with difficulties. It increases the ability to build efficient working relationships with colleagues and clients, even in difficult circumstances. It introduces radical new perspectives on communication, which build on existing strengths, while highlighting unhelpful habits, providing solid skills to take back into work.

Here is a typical assessment by delegates of their experience of the course.



A highly interesting and effective course, building essential skills for professionals. This is a new approach to communication that everyone should find of benefit.

Life
At Work

PROFESSIONAL AND PERSONAL DEVELOPMENT

Course Aims

- to improve generic skills in communication and professional behaviour;
- to understand the nature of conflicts and complaints, and how to resolve them;
- to enhance one's ability to maintain harmonious multi-disciplinary teams;
- to increase successful, clear and efficient communication.

Learning Outcomes

- understand the nature of conflict;
- notice when communication breakdown is likely to, or has already, occurred – and establish a positive connection once difficulties have arisen;
- achieve collaboration while getting your message across honestly;
- hear difficult messages from others while standing your own ground;
- practise empathy and active listening in challenging situations, and judge successfully when to advise, educate and determine strategy;
- foster appreciation and trust across boundaries, while acknowledging different needs and temperaments;
- deal with challenging emotions in yourself and others;
- express appreciation, while staying genuine and real.

Overview of Programme

DAY 1: Preventing Conflicts and Complaints

- Introductions
- Warm up: how we learn
- Setting directions in communication
- 'Communication and Connection' model
- How to reduce or avoid conflicts
- Expressing confidence and conviction
- Making 'do-able' requests easily
- Expressing difficult messages with empathy
- Giving constructive feedback
- Saying 'sorry' in difficult circumstances

DAY 2: Resolving Conflicts and Complaints

- Warm up: more depth on day 1
- Finding solutions in conflict situations
- Understanding the language of conflict
- Creating empathy and rapport within time constraints
- Managing difficult behaviours in others
- Dealing with stressed or emotional people
- How to say 'no' with collaboration
- Working with confrontation
- Communicating across professional boundaries
- Resolving conflicts quickly

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course hand-book, participants use examples from their own experience to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Central Model

Needs-based Communication is a particular application of *Nonviolent Communication*™, in which Life at Work trainers are internationally certified.

Nonviolent Communication™ was developed in high-conflict situations for mediation and reconciliation. It is now increasingly used for building relationships, improving team-work, de-escalating and resolving conflicts, and for developing rapport. In an increasingly diverse and demanding health-service, these skills impact dramatically on the effectiveness and enjoyment of what we do, enabling us to contribute fully and to make a real difference to patients and colleagues.

What course participants say

I had no idea that coming on a communication-skills course could be something that might change my life! Thankyou.

Interesting and enlightening; a new experience which has positively influenced my communication skills.

The course helps you get more organised and efficient in achieving an effective conversation.

It made all the difference having such a dynamic, supportive, enthusiastic, but very down-to-earth trainer with a natural ability and skill. Great!

A total re-think on how to avoid and deal with conflict.

Given me the skill to truly listen... This really does give you an insight into the cause of conflict and how to resolve it.

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For further details:

Contact Dr Elizabeth English, Life at Work, 32 Fen Road, Cambridge CB4 1TX
info@lifeatwork.co.uk tel: 01223 429926 www.lifeatwork.co.uk